

MSC Spring 2013 Membership Meeting
May 3, 2013 Sleep Inn & Suites
Miles City, MT

9:00-9:40 **Honore Bray, chair of the Exec Committee**, welcomed Members and introduced

Exec Committee members:

Anne Rutherford, Academic Rep

Becky Mosbacher

Cherie Hesser

Libby Wolfe

Dale Alger

New Libraries, Guests and Exec Committee Introduction

Housekeeping

Roll Call

Approval of the Fall, 2012 meeting minutes

Rhonda Horner Sonia Wood second

ACTION ITEM: Vote on meeting minutes

Rhonda Horner moved to approve the minutes of the Fall 2012 meeting

Sonia Wood seconded. APPROVED

9:40 - 10:00 COSUGI Conference Reports (conference attendees)

Elizabeth Jonkel, Missoula Public Library:

- SirsiDynix took the opportunity to promote the launch of its BLUECloud Suite of services, an aptly named product line since much of its components are still in the realm of blue sky thinking. Many of the new suite's features and functionality indicate a move forward for SirsiDynix to a more integrated, cloud-based approach towards ILS management. Exciting ideas for public libraries in the BLUECloud suite include
 - browser-based administrative and cataloging interfaces that facilitate and improve workflow management
 - new discovery tools like Enterprise and eResource Central
 - New products like MobileCirc
- Sessions at COSUGI varied in value, as is the case at most conferences. While a few too many had a "direct to consumer" product presentation quality, others were practical demonstrations or frank discussions by real users of the current SirsiDynix systems.
 - Of real interest was the presentation entitled "Hacking Symphony Reports." The presenter demonstrated how to export report data into Excel and Word and then use the customization features in the Office products to create easy to read reports or crunch numbers more effectively. His PowerPoint is filled with pointers and tips. I will be looking more closely at some of his ideas and recommendations and share with anyone interested anything I discover to be efficient or productive.

- A sharing session on circulation was an opportunity for those present to discuss how libraries of all types from around North America use Symphony and Horizon to better manage circulation issues. For instance, one library uses an automatic email report to tell new registrants their PIN and welcome them as a new patron to the library.
- A number of vendors were present at COSUGI and it was very interesting to see actual products or demonstrations of upcoming SirsiDynix features.
 - MobileCirc is clearly the next step in service deliveries for public libraries. SirsiDynix provided real demonstrations of the app interface. Envisionware had a handheld prototype available for viewing. Both of these new product lines will transform how staff assist patrons and manage services within their libraries. They will also revolutionize how things like inventory, trace, OSH and PCI, and weeding are done.
- Overall, COSUGI was a good opportunity to meet other serious users of the SirsiDynix products and have interesting conversations about what works or doesn't work in different library environments. SirsiDynix made a concerted effort to generate interest in and enthusiasm about where the company is headed with upgrades, service packets, and company direction. They occasionally blurred what are currently available offerings and what are really in development, or next steps. I would have preferred clearer demarcation between the two.

Holly Harper, Whitehall K-12 School: there were no sessions targeting school users. However, go if you are able to attend. It reinforces professionalism of librarianship; heads up about RDA; reminder that there are aspects of Workflows that are passing me by-a bit of a motivating kick; huge confirmation of the brilliance of Linda Blomquist in signing Whitehall Schools up for MSC; community of users that help each other; tech support that I don't have to think about; strange and enlightening conversations at lunch.

Laura Tretter, MT State Law Library:

Takeaways:

The new direction of Sirsi was central throughout the conference with their moving to the cloud for all modules and better integration. In particular eResource Central was a push with focus on ebooks.

RDA sessions were valuable. The preconference focused on how to do the cataloging. The regular conference sessions focused on planning for training, RDA in Sirsi, and other issues surrounding implementation. Sirsi is committed to supporting RDA and making sure "RDA is in harmony with Symphony."

Certain sessions renewed my appreciation of our MSC staff and the benefits of membership. Member libraries benefit tremendously by having MSC manage the ILS instead of doing it in-house. Many ILS administrative and programming tasks take significant time and expertise. It's important for us to be aware of options and capabilities of our system, and then take advantage of MSC staff to examine how those may work.

Sessions attended:

- RDA preconference
- Opening session
- Bringing e-readers into the fray: policy, practice and implementation – an update
- Hacking Symphony reports with Microsoft Word & Excel, an introduction to report selection, data extraction and cleanup
- eResource Central 1.0: features and functionality
- Engage your enterprise or personalize your Portfolio: tips and tricks / eResource Central Roadmap: what's next?
- Analytics Station and Web Reporter: the future is (almost) here
- Implementing RDA: a panel discussion
- Discovery layers: a panel discussion
- Getting ready for RDA: ideas, strategies, and resources

Jamie, Glacier County Library, Cutbank: My COSUGI experience began with a pre-conference dinner on Wednesday evening. This presented the opportunity to meet and network with a group of 10 other librarians from all across the country and even the world, with one member of our group from Australia. I was intrigued by the many different levels of use of the SirsiDynix systems and enjoyed the interchange of experiences and ideas.

The opening session on Thursday morning was impressive with demonstrations of all of the upcoming Blue Cloud products. There's a lot to look forward to. I was impressed with BookMyne which will give our patrons easy on-the-go access. Using their library account and mobile device they'll be able to find a book, audio, or video and easily put it on hold. Other exciting features include a bookshelf which enables patrons to create custom shelves for keeping track of their reading; while the barcode scanning capability allows patrons to snap a picture of a barcode on a book and check availability of it at the library.

MobileCirc was another exciting new product which frees you to move around the library and your community. It will allow mobile circulation using on-the-spot patron registration, and will also be a flexible inventory and weeding tool.

I attended many great sessions, but I thought I'd choose my two favorites to share with you. The first one was Thursday afternoon and was entitled "Put Your Best Facebook Forward." This was presented by a group of librarians from Wake County North Carolina. They had some great ideas for encouraging our patrons to interact with us. After all, Facebook is the "new town square" and whatever we can do to engage our patrons will help them to see the benefits of the library in general. A few of their ideas pertained to asking your patrons to post three books they've enjoyed, telling them you'll give them three book suggestions in return, and also humorous posts and quotes were great ideas for getting people to interact. They stressed to try to post daily, but keep it brief. Remember that people respond to graphics, so limit text.

Saturday morning I attended a session entitled “User Trends and Promoting Your Library.” Did you know there’s been a study done showing that 50% of 18 yr. olds would rather have an internet connection rather than a car? Think how much that has changed just in the last 10 years. A car used to mean freedom to a young person-now the internet provides that freedom in a different way. Smart phones have made a huge impact in the last year. Currently 53% of mobile phones are smart phones. So as librarians and decision makers we need to think about what that means for us and our users. Our user base has changed in the last year; tablets and smart phones are a primary means of information consumption. We can’t afford to have tunnel vision. We need to look at what people want when allocating library resources.

This brings me to the biggest thing I learned from attending the COSUGI Conference. We, as a group of Montana librarians, that are wearing many different hats and have our time divided up in so many different ways; can be so thankful that our State Library has had the understanding and forethought to provide us with the Montana Shared Catalog system and it’s excellent staff. The MSC staff puts a lot of time and effort into not just keeping our systems running smoothly on a daily basis, but in educating themselves on what the future of libraries and computers holds. They are making sure that not only do they know where the future is headed, but they try to bring a personal touch by finding out what it is that we need here in Montana. In visiting with librarians from all over the United States I heard that this is not always the case, so we can be very thankful for all of time and energy that the MSC staff puts into this for ourselves and our patrons.

10:00 -10:15 Birds of a Feather Reports – Exec Committee

Becky Mosbacher, School Libraries: discussed the potential of OPI here today. School librarians should inform administrators and OPI about what a great resource the MSC is for schools.

Libby Wolfe: Special and academic libraries; how to help administrators reach out to OPI

Cherie Hesser: Large public libraries—because we are thinking collaboratively; meetings would work in March as long as it was early enough not to run into Federation meetings.

Dale Alger: Small public libraries—when should MSC meet? March or May? Maybe MLA on Saturday; MSC getting better and better all the time; what happens if funding isn’t there for school libraries; MSC training is great THANK YOU

10:15- 10:30 Report on Updated Cataloging Guidelines and RDA (Melody Condron)

- Cataloging guidelines revised and updated by the Content Management Committee Feb-Mar 2013.
- Guidelines format undergoing change and will be ready soon.
- Will change name from “guidelines” to “standard operating procedures”
- RDA—Symphony ILS updated to include RDA cataloging changes in DEC/Jan. Remainder of RDA authority updates in June.

Laura Tretter spoke about RDA updates: individual training, up to libraries to be self-motivated Tretter stressed contacting cataloging mentor for help on the changes. Lots of questions from the floor about RDA; trainings will be offered at MLA and in other venues.

10:30 –10:45 Break

MLA Commercial: Crowley spoke of the importance of MLA membership and listed all the great things that happened this year in the MT State Legislature

10:45- 11:00 MSC By-Laws Change and Discussion – Exec Committee

ACTION ITEM: Vote on MSC By-Laws Change

John York moved to approve by-law changes, Holly Harper seconded APPROVED

11:00 – 11:45 Adding School Libraries to the MSC – OPI, Exec Committee and members
Unfortunately, Dennis Parman, from OPI was not able to join us today. The MSC Executive Committee, State Library and the Office of Public Instruction had discussions last year concerning the rapidly growing number of school libraries joining, or showing interest in joining, the MSC. The discussions centered on the additional workload for the MSC support staff and how it would affect the overall operation and continued growth of the consortium. The possibility of OPI requesting funding from the Legislature for an additional FTE to provide additional MSC support did not materialize. As a result, the State Library put in place a temporary hold on adding new school libraries to the MSC until a solution to the increased staffing need can be determined. The State Library has been working with OPI and the MSC Executive Committee to investigate opportunities and options of how to best address the situation. Those opportunities and options will be explored and discussed during the MSC Spring Meeting in Miles City, May 3rd.

Past experience has shown us that as the MSC membership grows, the support staff must grow proportionally to keep pace with administrative and system requirements. We've learned that a staff person is needed for about every 50 to 60 libraries that join the consortium.

There were 53 cost estimates requested by school libraries as of November 2012. This total includes two large school districts: Billings (29 schools) and Kalispell (12 schools). This would have nearly doubled the current number of schools in the Catalog, which is currently 66.

MSC demographics if all join, by library type:

School Libraries	Public Libraries	Academic Libraries	Special Libraries	Total
118 (53.9%)	81 (37%)	7 (3.2%)	13 (5.9%)	219

Ken Adams spoke of the State Library's mission, which is to support public Libraries. More and more schools apply every year and the MSL cannot justify spending LSTA funds on school libraries. We can't add these school libraries without funding from OPI. Cannot add schools until we get staffing resolved at MSC. Administrators need to put pressure on OPI. Use "common core, media literacy" terminology when talking to administrators. Need to have

librarians, administrators, parents, and PTA groups involved in lobbying OPI. Dennis Parman has said that OPI needs to hear from administrators—they are the people in charge of the money. Make the end-user argument—why is it so important for your kids and community—end-user public good. Heser mentioned “Best Beginnings Councils” as a good place to advocate.

11:45 –12:00 Introduction of Exec Committee candidates – Exec Committee

Two new Executive Board seats approved during Fall 2012 meeting: Medium Public and splitting the current school rep seat into 2 seats.

Beginning gradual replacement of current members by electing At-Large West rep.

Medium Public Candidate—Debbi Kramer

High School or School District Rep: Diane Anderson, Beth Chestnut, Christine Fogerty

Current school rep, Becky Mosbacher will remain seated as the K-8 rep until next year.

Western-at-large rep: Desiree Dramstad

MSC SYSTEMS /OPS UPDATE

- New Libraries; McCone County adding records. Fort Peck and Judith Basin live by early Fall.
- Darby, Plains, and Fallon County joined Partners. Prairie County next.
- Directors Station back online and upgraded to version 4.9,1 Server RAM increased to 32gb
- RDA implemented. RDA Toolkit subscriptions. 3 CMC Seats (schools +2)
- Quarterly authority updates now includes MESH and RDA
- Catalog Cleanup de-duped 40,000 records
- Ken and Mike completed Enterprise/Portfolio training. Waiting for version 4.3 before continuing implementation.
- Melody completed API training.
- Acquired GoToTraining, Adobe Pro and Carbonite licenses.
- Selected graphics designer for MSC logo-Luke Duran hired in conjunction with Sarah Groves
- World Share Management Pilot project; SPP for Blue Cloud-Analytics and Mobile Circ
- Coming soon: Symphony 3.4.1 Service Pack 3; Web Admin, Web Cataloging
- Includes item categories 3, 4, and 5—lots of discussion about configuring these so that they are more manageable than the iCats 1 and 2

12:00 –1:00 Lunch and Networking - Sleep Inn & Suites Rivers Room

1:00 – 1:30 ACTION ITEM: Vote for MSC Executive Committee Candidates

1:30 - 1:45 DiscoverIt: User authentication and Interlibrary Loan Requests – Cara Orban
Each library can customize the DiscoverIt page with colors, logos, limiters or expanders for searching.

1:35 Becky Mosbacher announced election results and welcomed the new members of the Executive Board:

**Debbi Kramer
Diane Anderson
Desiree Dramstad**

1:45 – 2:10 BUDGET

- All revenue collected and all bills are paid.
- Exec Committee travel and conferences more than budgeted due to travel costs.
- Unbudgeted (paid from reserve fund): Acquisitions training \$5,900, well worth the cost!
- Remaining expenses salaries, this meeting...
- Cash balance \$147,414.30

MSC Systems, Enterprise and FY2013 Budget update – Ken

Background: The FY2014 budget proposal is based upon a “budgetary” planning invoice from SirsiDynix for our FY2014 annual software license and maintenance. All libraries and branches that were members of the MSC at the time most recent contract with SirsiDynix went into effect (July 2012) are included in a a “bundled” license. The only individual library costs included this year are for those libraries using the Debt Collection module, RDA Toolkit, PocketCirc and one new branch (Potomac) added after the bundled license took effect. Remember that we now have a free, universal SIP license so there are no individual library costs for that service. The State Library requested, and the Executive Committee approved, the MSC to contribute one half the cost of EBSCO EDS annual license for the next two years. The MSC share is \$16,738 each year. I propose we pay this amount from the dusty, old “EPS/Rooms” fund (\$35,000) that was collected by the membership 7 years ago but never expended. SirsiDynix is preparing to release several new products related to what they’re calling the “BLUEcloud Suite”. To account for that, I have proposed 4 scenarios for this year’s budget to show shared costs if the membership decides to: (1) Not purchase any new products, (2) purchase “Mobile Circ” only, (3) purchase eResource Central only, and (4) purchase both “BLUEcloud” products. More information on these products is provided below plus links to product literature will be added to the MSC Meetings page and Blog. There are three other uncertainties at budget publication time are: (1) Discussion with OPI for support of MSC school libraries, (2) Staff salary increase and, (3) an SMS text messaging product.

1. The State Library requested, and the Executive Committee approved, the MSC to contribute one half the cost of the EBSCO EDS annual license for the next two years. The MSC share is \$16,738 each year. I propose we pay this amount from the dusty, old “EPS/Rooms” fund (\$35,000) that was collected by the membership 7 years ago but never purchased.

2. The Executive Committee approved the purchase of annual subscriptions of GoToMeeting for the MSC trainer and Carbonite online backup service for the MSC teleworker. Total for both is

\$1,489 per year. The MSC also absorbed two of the 4 PocketCirc licenses associated with the Missoula County Public Schools for \$290.40 annually. MCPS pays for the other two licenses. These licenses will go away if the MSC purchases Mobile Circ.

3. The Governor proposed a 10% salary increase for state employees (5% per year for 2 years). That proposal has gone thru various iterations in the legislature and is still “up in the air” as to what will shake out, if anything. I have budgeted for the 5% increase, just in case. Estimate \$2,200 as left over salary from FY2013 to be carried over to FY2014 thus, collecting \$83,800 from the membership for a total of \$86,000 applied to FY2014 salary.

4. SirsiDynix BLUEcloud products: The two products proposed for purchase are eResource Central and Mobile Circ. Other products coming down the road soon (we hope): BLUEcloud Analytics (replaces Directors Station), web-based Central Admin, and Cataloging will be free (included in our current annual maintenance). The two products we propose to purchase are:

- eResource Central has been getting most of the press and has been in beta testing with several libraries since last fall. It is scheduled for general release this summer. It will consolidate downloadable eBooks into a single, much friendlier user interface and is easier to manage on the administrative end. Initial cost to implement plus 1st year license will be \$9,000 for two “connectors” - OverDrive and EBSCO. Annual license will be \$7,880 in subsequent years.
- Mobile Circ will allow library staff to use any wireless device (scanner, tablet, laptop, smartphone) to perform basic circulation functions. Unlike “PocketCirc”, transactions that take place via Mobile Circ are recorded in the system immediately rather than a later download. COSUGI attendees were impressed and excited about this product. It is scheduled for release later this summer. Initial implementation and 1st year license cost is \$6,250 (includes \$2,080 discount for current Pocket Circ license). Annual license will be \$5,830 in subsequent years.

We have prepared 4 different budget proposals to account for the following scenarios: No new purchases, purchase eResource Central only, purchase Mobile Circ only and lastly, purchase both products. Rather than risk blindness by going over 4 different cost sharing formula and budget spreadsheets, I posted the “no new purchases” cost sharing formula and budget spreadsheets only plus the “Library Cost by Budget Scenario” spreadsheet that shows the bottom line only, that is; what it would cost each library under each scenario.

5. For discussion purposes only, two columns have been added to the “Library Cost by Budget Scenario” spreadsheet to show the cost for an additional full or part time staff person to provide support for MSC school libraries. The columns show the salary cost if shared by all member libraries. Annual cost would go up by about 18.5% for a full time employee and about 9% for a part time employee. The amount shown in a selected column/row can be added to

the amount in the adjacent column to determine each library's future annual cost. Again, this information is presented for discussion only.

6. SMS Text Messaging Service: I did not include this in the other proposals because it would be a one-time purchase that could be made from existing funds (Directors Station upgrade for example) and would then be an individual cost for those libraries opting in to the service. SirsiDynix's SMS module is too expensive and is limited to the number of messages that can be sent per year. I have been in contact with a company called [ShoutBomb](#) that provides SMS service to libraries and have talked with other Symphony consortia that are using it and are happy with the product. We can buy a consortium-wide license for a one-time, set-up fee of \$2,500. Each library that opts in would pay \$360 annually for the service. That cost also applies to each branch; for example if Flathead main and 3 branches joined, it would cost them $360 \times 4 = \$1,440$ per year. There is no limit to the number of messages sent. Patrons/students can opt in or out. We would have to agree on one template: Message delivery timeframe (10 to 6 for example) and types of SMS messages sent (hold pickup notice and overdue notice for example). Actual message text can be customized by library.

7. Training, Travel and Meetings: Adjusted FY2014 based on current trends in the FY2013 budget:

- Increased Standing Committee travel to \$1600. This is to account to price increases in mileage.
- Reduced training/travel reimbursements to \$800 because most of that travel is now done by MSC staff. Still need to encourage member libraries to help out with training.
- Maintained library training cost of \$7,000 as established in FY2013. These are costs associated with travel, cell phone service, and related materials for the MSC trainer.
- Increased Conference costs to \$9,000 due to increased travel and registration costs.
- Added a line item of \$1,700 for marketing. This covers cost for creating an MSC logo plus materials such as "how-to-use" cards, brochures and mouse pads. Associated the current marketing fund of \$3,371.44 (remainder of original \$5,000 allocated in FY2012).

8. New hardware maintenance contract with IBM for the test server reduces annual cost from \$6,335.83 to \$4,786.95.

Bray asked if there was anything on the blue estimated budget sheets should be changed. Hesser suggested that the Executive Board Travel line item should be increased to \$4,500. Ann Rutherford moves to take \$2500 from the reserve fund to add to the Executive Board Travel line item. Kingstad second. APPROVED

ADD-ONS-ACTION

Harper moves to add mobil circ for one year at no cost to members and discuss at Fall meeting. Rutherford seconds. APPROVED

eResource Central moves to add eResource Central for one year at no cost to members and discuss at Fall meeting. Horner seconds. APPROVED

Crowley moves that we purchase ShoutBomb. Woods seconds. APPROVED

2:10 – 2:30 MSC FY2014 Budget – Ken

ACTION ITEM: Vote on FY2014 Budget

Terry moves to accept budget VassarGeise seconds. APPROVED

2:30 – 2:45 Break

2:45 - 2:50 Public Comments and Announcements

Amy Marchwick asked for a school rep for the Content Management Committee and also would like two other members maybe focused on the end user. If interested let Ken Adams know.

2:50 – 3:30 (optional) Question & Answers – MSC Staff

2:55 Adjourn

Next Meeting: Helena September 26th Fall workshops will be the 27th and 28th.